

FY2014 PSAP Administrative Rule Compliance Report

REVIEW ITEMS	Bon Homme County 911	Brookings PD	Brown County Communications	Butte County Dispatch Center	Central SD Comm.	Charles Mix County 911	Clay County E911 Svs	Custer County Comm Center	Deuel County SO	Fall River County SO	Huron PD	Lake County 911 Communications	Lawrence County 911	Lincoln County Communications	Marshall County 911	Meade County Telecom Agency	Metro Communications	Miner County Dispatch	Mitchell PD	Moody County Emergency	North Central Regional E911 Ctr (Mobridge)	Pennington County 911	Roberts County SO	Spearfish PD	Spink County SO	Union County SO	Watertown PD	Winnier PD	Yankton PD	Non-Compliant PSAPs
Date of Last Review	02/20/2015	08/27/2013	12/04/2012	10/08/2014			06/04/2015	03/19/2015	12/03/2012	08/29/2014	02/26/2014	12/05/2012	01/14/2015	03/13/2014	12/05/2012	10/13/2014	02/26/2014	09/03/2014	06/18/2015	08/29/2013	01/13/2015	03/12/2014	06/16/2015	06/18/2015		09/11/2014	09/04/2014			
50:02:04:02 General Operational Standards																														
1. PSAP Operational 24/7, 365	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			1
2. Staffed with 2 at all times (N/A until NG911 deployed)	X	X	N/A But no	X			N/A But no	N/A But no	N/A But no	X	N/A But no	N/A But no	X	N/A But no	X	X	N/A But no	X	N/A But no	X	X	X	N/A But no	N/A But no		X	X			11
3a. Hearing test	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X			1
3b. Pre-employee drug screen	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			1
3c. Basic background check	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3c1. Felony convictions	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
4. Documented training program	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
4a. Receiving, processing, transmitting, dispatching calls	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			1
4b. Emergency and non-emergency calls	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			2
4c. Calls for LE, Fire, medical, other	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X		X	X			1
4d. Categorization of calls	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	NO	X	X	X	X	NO	X	X		X	X			3
5. Prioritize calls for service	X	X	X	X			X	NO	X	X	X	X	X	X	NO	X	NO	X	X	X	X	NO	X	X		X	X			4
6. Determine appropriate resources to send	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
50:02:04:03 Call taking standards																														
1. Fire and LE protocols	X	X	X	X			X	NO	X	X	X	X	X	NO	X	X	NO	X	X	X	X	NO	X	X		X	X			4
Policy requiring Fire and LE protocols	X	X	NO	X			X	NO	X	X	X	X	X	NO	NO	X	NO	X	X	X	X	NO	X	X		X	X			6
2. Use recognized EMD	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			1
3. Written procedure requiring:	X	X	NO	X			X	NO	X	X	NO	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			3
3a. Date and time of request for service	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3b. Name, address of requester if available	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3c. Type of incident reported	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3d. Location of incident reported	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3e. Description of resources assigned	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3f. Time of dispatch	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3g. Time of resource arrival	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
3h. Time of incident conclusion	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
4. Written procedure of misdirected calls	X	X	NO	X			X	NO	X	X	X	X	X	X	NO	X	X	X	X	X	X	X	X	X		X	X			3
5. Written procedure for hang up calls	X	X	NO	X			X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X	X	X		X	X			2
6. Written procedure for non-English speaking callers	X	X	X	X			X	NO	X	X	X	X	X	NO	NO	X	X	X	X	X	X	X	X	X		X	X			3
7. Capability to handle deaf/hearing impaired/mute callers	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X			1
50:02:04:04 Communication with field units.																														
1. Capability to directly/immediately dispatch fire, LE, Medical	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
2. 2-way communication with all units	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
50:02:04:05 Facilities and equipment.																														
1a. Prevent direct access to dispatchers	X	X	X	X			X	X	X	X	X	X	X	NO	X	X	NO	X	X	X	X	X	X	X		X	X			2
1b. No access to PSAP equipment	X	X	X	X			X	NO	X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X		X	X			2
2. Two hours of electrical power	X	X	X	X			X	X	X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X		X	X			1
UPSs for power spikes, lightning, etc.	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
Documented monthly testing of generator	X	X	X	X			X	NO	NO	X	X	X	X	NO	X	X	X	X	X	X	X	NO	X	X		X	X			4
3. Written procedure for back up PSAP	X	X	NO	X			X	NO	X	X	NO	X	X	NO	NO	X	NO	X	X	X	X	NO	X	X		X	X			7
Ability to be at back up PSAP w/in 60 min	X	X	NO	X			X	NO	X	X	NO	X	X	X	X	X	NO	X	X	X	X	NO	X	X		X	X			5
4. Written procedure for comp. security and preservation of data	X	X	X	X			X	NO	X	X	NO	X	X	NO	X	X	X	X	X	X	X	NO	X	X		X	X			4
5. Immediate playback of calls and radio traffic	X	X	X	X			X	NO	X	X	X	X	X	NO	X	X	X	X	X	X	X	X	X	X		X	X			2
6. Alternate method of answering 911 calls	X	X	NO	X			X	NO	X	X	NO	X	X	NO	X	X	X	X	X	X	X	NO	NO	X		X	X			6
50:02:04:06 Technical standards.																														
1. PSAP receives on wireline call:	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1a. Call back phone number	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1b. Class of service code	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1c. Billing name on account	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1d. Physical address of phone	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1e. Community name where call is located	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X			0
1f. Pilot number	X	X	X	X			X	X	X	X	X	X	X	NO	X	X	NO	X	X	X	X	X	X	X		X	X			2
1g. ESN code	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X			1
1h. Telephone company provider code	X	X	X																											

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REVIEW ITEMS																														
50:02:04:07 Financial standards.																														
1. Maintain special revenue fund for 911		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
2. Use generally accepted accounting principals		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3. Adopted an annual PSAP budget		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
Budget was submitted to the board		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	N/A		X	X		1
Includes all appropriations and means of financing		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	N/A		X	X		1	
4. Deposits all 911 funds and interest in fund		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0	
5. Submitted Annual 911 Fund Financial report		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
Submitted by March 31st.		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
6. All other revenues generated deposited and identified		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0	
7. Grant funds from board are deposited and expended from fund		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0	
8. All recurring/non-recurring costs are allowable		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
50:02:04:08 PSAP allowable recurring and nonrecurring costs.																														
1. Costs directly related to installation/maintenance/operation of the PSAP		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
50:02:04:09 Recurring Costs.																														
1a. At least 50% of employee time is PSAP duties		X	X	NO	X			X	X	NO	X	X	X	NO	X	X	X	X	X	X	X	X	X	X	X		X	X		3
1b. County 911 Coordinator wages/time are proportional		X	X	****	X			X	X	****	X	X	****	X	X	****	X	X	X	X	X	X	X	X	X		X	X		0
2. Allowable PSAP operation costs		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
50:02:04:10 Nonrecurring costs.																														
1. Real property, pro-rated to % occupied by PSAP		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
2. Major improvements/remodel costs to PSAP		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
3. Furniture and equipment		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
4. Software and data for PSAP		X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1	
50:02:04:11 Communication equipment allowed or disallowed as nonrecurring costs																														
1. Allowable non-recurring communication equipment		X	X	****	X			X	X	****	X	X	****	X	X	****	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:12 Physical addressing costs allowed or disallowed as nonrecurring costs.																														
1. Only allowable addressing costs		X	X	****	X			X	X	****	X	X	****	X	X	****	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:13 Compliance Reviews.																														
1. Meet the geographic or population requirements (this line is not required by all PSAPs)	no	X	X	no	X	no	no	no	no	no	X	no	no	X	no	no	X	no	X	no	X	X	no	no	no	no	X	X	no	18
Total number of non-compliant responses by PSAP		0	0	8	0		0	0	19	2	0	5	0	0	11	6	0	13	0	0	0	0	27	1	0	0	0	0		

**** This question was added after the review took place, so it has not been reviewed.